

June 22, 2012

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, N.W., Room TW – A325  
Washington, DC 20554

Karen Majcher  
Vice President – High Cost and Low Income Division  
Universal Services Administrative Company  
2000 L Street NW  
Suite 200  
Washington, DC 20036

RE: WC Docket 10-90 – Report of Southern Communications Services, Inc.,  
d/b/a SouthernLINC Wireless Pursuant to 47 C.F.R. § 54.313(a)(2) -  
47 C.F.R. § 54.313(a)(6) and 47 C.F.R. § 54.313(h)

Southern Communications Services, Inc., d/b/a SouthernLINC Wireless (“SouthernLINC Wireless”) hereby submits its Report in accordance with Section 54.313(a)(2) through 54.313(a)(6) of the FCC’s Rules, 47 C.F.R. § 54.313(a)(2) - 47 C.F.R. § 54.313(a)(6). Section 54.313(h) of the FCC’s rules, 47 C.F.R. § 54.313(h), is not applicable to SouthernLINC Wireless.

On August 1, 2008, SouthernLINC Wireless’ designation by the FCC as an eligible telecommunications carrier (“ETC”) in certain wire centers in the State of Alabama became effective. On November 18, 2008, SouthernLINC Wireless was designated by the Georgia Public Service Commission as an eligible telecommunications carrier (“ETC”) in certain wire centers in the State of Georgia.

This filing covers the period January 1, 2011, through December 31, 2011.

- (1) Service Outages – §54.313(a)(2): SouthernLINC Wireless experienced five (5) service outages, as that term is defined in 47 C.F.R. § 4.5, of 30 minutes or greater in duration in the service areas in which has been designated an ETC. Each of these outages was reported in the FCC’s Network Outage Reporting System in accordance with applicable rules. Information on these outages is attached hereto as Attachment 2.

Michael D. Rosenthal  
Director  
Legal and External Affairs

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www.southernlinc.com

- (2) Service Requests – §54.313(a)(3): SouthernLINC Wireless did not receive any requests for service from potential customers within any of the service areas in which it is designated an ETC that it could not fulfill.
- (3) Service Complaints – §54.313(a)(4): SouthernLINC Wireless received four (4) complaints from customers, which represents .0224 complaints per 1,000 handsets.

The certifications required by § 54.313(a)(5) and § 54.313(a)(6) are attached hereto as Attachment 3.

There is no Attachment 1 for this report.

Please contact the undersigned at (678) 443-1541 if you have any questions or need additional information.

Respectfully submitted,



Michael D. Rosenthal  
Director, Legal & External Affairs  
SouthernLINC Wireless

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Director  
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## **Attachment 2**

### **Southern Communications Services, Inc., d/b/a SouthernLINC Wireless Outage Reporting Required by 47 C.F.R. §54.313 – CC Docket No. 09-197; WC Docket No. 10-90**

#### **1. FCC Network Outage Reporting System Report No. 11-06314775**

**Date and Time of Outage Onset:** 03-04-11 at 0115 CT

**Description of Outage:** Planned maintenance outage necessary to implement nationwide PTT (push-to-talk) roaming.

**Services Affected:** PSTN interconnection affecting approximately one-third of total customers.

**Geographic Area Affected:** Southeast Mississippi, lower Alabama southeast of Montgomery and the Florida panhandle from the Alabama state line to the Apalachicola river.

**Steps Taken to Prevent a Reoccurrence:** None, this maintenance outage was planned in advance, rehearsed and roll back procedures were in place should a rollback be necessary.

**Customers Affected:** ~ 65,000

#### **2. FCC Network Outage Reporting System Report No. 11-06409239**

**Date and Time of Outage Onset:** 03-05-11 at 0100 CT

**Description of Outage:** Planned maintenance outage necessary to implement nationwide PTT (push to talk) roaming.

**Services Affected:** PSTN interconnection affecting approximately one-third of total customers.

**Geographic Area Affected:** All of Georgia except a very small portion of extreme west Georgia.

**Steps Taken to Prevent a Reoccurrence:** None, this maintenance outage was planned in advance, rehearsed and roll back procedures were in place should a rollback be necessary.

**Customers Affected:** ~ 65,000

**3. FCC Network Outage Reporting System Report No. 11-0416643**

**Date and Time of Outage Onset:** 03-05-11 at 0437 CT

**Description of Outage:** Planned maintenance outage necessary to implement nationwide PTT (push-to-talk) roaming.

**Services Affected:** PSTN interconnection affecting approximately one-third of total customers.

**Geographic Area Affected:** Most of Alabama, except the coastal area near Mobile and the extreme southwest part of Alabama just north of Mobile, and two small portions of extreme West Georgia.

**Steps Taken to Prevent a Reoccurrence:** None, this maintenance outage was planned in advance, rehearsed and roll back procedures were in place should a rollback be necessary.

**Customers Affected:** ~ 65,000

**4. FCC Network Outage Reporting System Report No. 11-11779616**

**Date and Time of Outage Onset:** 04-20-11 at 2000 CT

**Description of Outage:** Loss of cell site to MSO backhaul capability due to severe weather including multiple tornadoes

**Services Affected:** Dispatch, PSTN interconnect, text and data

**Geographic Area Affected:** Northern third of Alabama and Northern quarter of Georgia

**Steps Taken to Prevent a Reoccurrence:** None

**Customers Affected:** ~ 100,000



**5. FCC Network Outage Reporting System Report No. 11-27249624**

**Date and Time of Outage Onset:** 09-28-11 at 2209 CT

**Description of Outage:** Loss of cell site to MSO backhaul capability due to hardware failure

**Services Affected:** Dispatch, PSTN interconnect, text, and data

**Geographic Area Affected:** Georgia

**Steps Taken to Prevent a Reoccurrence:** Hardware that failed was re-inspected by its manufacturer who was unable to determine the cause of the failure

**Customers Affected:** ~ 39,175

Attachment 3

**Southern Communications Services, Inc., d/b/a SouthernLINC Wireless  
Certifications Required by 47 C.F.R. §54.313 - CC Docket No. 09-197**

This certification is submitted on behalf of Southern Communications Services, Inc., d/b/a SouthernLINC Wireless ("SouthernLINC Wireless") in accordance with 47 C.F.R. § 54.313. On behalf of SouthernLINC Wireless (Study Area Codes 259010 and 229006), I, Donald R. Horsley, hereby certify that SouthernLINC Wireless:

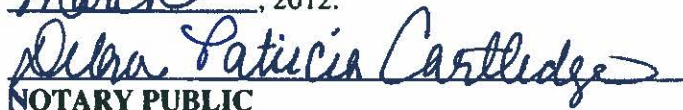
- is in compliance with applicable service quality standards and consumer protection rules;
- is capable of functioning in emergency situations as set forth in 47 C.F.R. § 54.202(a)(2);

I certify under penalty of perjury that the foregoing is true and correct. Executed on March 26, 2012.



Donald R. Horsley  
President & CEO, Southern Communications Services, Inc.  
d/b/a SouthernLINC Wireless

SUBSCRIBED, SWORN TO AND ACKNOWLEDGED before me this 26 day of March, 2012.

  
NOTARY PUBLIC

My Commission Expires: 12-29-2013

